

Termination Of Service Without Notice

[Steven Magee CEng MIET BEng Hons, Chartered Electrical Engineer](#), had an unexpected visit by a man that stated he was a [Tucson Electric Power \(TEP\)](#) employee. He had knocked on the door and said he wanted to inspect the utility meter, which he did. I was busy at the time in the back garden and could not interact with him. I forgot to ask him for his identification because I was distracted. It was when he informed me that wanted to access my customer breaker panel which he has no legal right to access and at that point I wanted to see his company identification. When he refused to let me inspect it, I called 911 and reported a suspected imposter. His response was to escalate the situation to a forced disconnection of the electrical service to the home, which is legally called a “Termination Of Service Without Notice”.

There was no discussion of how a forced disconnection of my home would impact things such as:

- Frozen food.
- Refrigerated food.
- Prescription drugs.
- Medical “Rx” only life support devices.
- Heating.
- Cooling.
- Plants.
- Animals.
- Children.
- Babies.
- My use of my home.
- My lifestyle.
- My health.
- My family's use of my home.
- The lifestyle of my family.
- The health of my family.
- My business.
- The security systems of my home.
- The ability to open and close the garage doors.
- The garden irrigation system.

The withholding of company identification has occurred on the last two TEP visits to my home. It seems to be a form of passive aggressiveness that they are engaging in with fully paid customers with completely normal power usage for the home. Electrical utility personnel are people who are heavily exposed to [Radio Frequency \(RF\) Radiation](#) and [Electromagnetic Fields \(EMF\)](#), which may be causing their strange behaviors with law abiding customers.

I was fortunate to realize that I needed to video record my interactions with this suspected Tucson Electric Power (TEP) imposter and the subsequent other three suspected TEP imposters that showed up. I had observed strange behaviors in a previous suspected TEP imposter that had been sent to my

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home a couple of years earlier which had heightened my awareness of the problems that interacting with TEP can bring. You read about that here:

[Tucson Stray Voltage Investigation](#)

And here:

[The Fallout From The Unwarranted Search & Incorrect Police Reports](#)

This interaction lasted just over an hour. In total, four suspected TEP imposters showed up and a Pima County Sheriff who also did not produce an identification card on request. You can see the interaction here:

[Electrical Utility Company Harasses Electrical Fraud Researcher](#)

And here:

[Suspected TEP Utility Company Imposter Hits Customer](#)

Page 68 of the following internet link details Arizona utility electrical laws on “Termination Of Service Without Notice” which are forced electrical disconnections. They seem to have alleged one of three things to the Sheriff...I wonder which one? I certainly was not informed of the reason:

[Article 2: Electrical Utilities](#)

To follow up on the “Termination Of Service Without Notice” that occurred at approximately 15:00 on Friday 19th February 2016, I filed complaints the next day to the following agencies requesting that my electrical service be reconnected immediately:

- [Arizona Corporation Commission \(ACC\)](#)
- [Better Business Bureau \(BBB\)](#)
- [Tucson Electric Power \(TEP\)](#)

A complaint was also filed to the Sheriff's supervisors:

- [Pima County Sheriff's Department](#)

I have no electricity at my home and it has been rendered unsuitable for habitation for me, due to my prescription “Rx only” medical device that needs AC electricity to function. My doctors prescription requires that I use it every night during sleep to prevent dangerously low blood oxygen levels from occurring during sleep.

I had requested immediate reconnection of the utility electricity to my home on Saturday 20th February 2016. However, TEP made their first contact with me by phone and email on Tuesday 23rd February

2016. By this time an electrical disconnection to a utility customer may have resulted in:

- All food would have been likely destroyed in a refrigerator and freezer.
- It is likely that tropical fish would have died from effects of the cold water.
- A prescription “RX-Only” life support device would have been out of service for four nights.
- Refrigerated “RX-Only” prescription drugs may have been rendered unfit for human use.
- Garden plants may be showing stress and dying from the failed irrigation system.
- The back up batteries on the security systems would likely be flat, leaving the home vulnerable to theft.

I personally regard this kind of activity with utility customers as a form of theft, as such activity may cause a homeowner unexpectedly to lose thousands of dollars replacing the damaged items. It may cost the homeowner tens of thousands of dollars if the home is burgled due to failed security systems.

A common response to an unexpected electrical utility disconnection of a home is for the customer to buy or rent their own electrical generator and propane heaters. The historical record shows that people and their families have been killed this way from the home filling up with [carbon monoxide](#) from these products.

I responded to the email at the first opportunity, which was the next day:

Dear Ms SantaCruz,

Thank you for contacting me regarding the reconnection of electrical utility service to my fully paid and completely normal power usage home. I currently cannot attend the property to allow trespassed Tucson Electric Power (TEP) workers to perform routine non-emergency work at my home while they are supervised by me. Members of my family are sick and I am tied up with that. I have your phone numbers and I will call you the next time I am at the home. Hopefully, it can be reconnected the same day as my phone call to you.

I regard all communication between TEP and myself to be freely available to the public and for use in my personal and my business interests.

To be clear, all TEP employees are required to produce company identity to me on arrival to my property and will be video recorded for the duration of their visit. All forms of recordings are public and can be published in any location. Please stop sending suspected imposter employees that withhold their company identity cards, are passive aggressive, and engage in undesirable behaviors that are possibly illegal under State of Arizona and USA Federal laws. I am tired of calling 911 and filing complaints about these unprofessional electrical utility employees.

I have some questions for you that I would like to be answered by email prior to the reconnection taking place:

1. Can you please confirm that there will be no financial charges for the possibly illegal disconnection and reconnection of electrical utility service to my home?

2. *Can you please confirm that all future TEP employees will produce their identifications to me on arrival to my property and on my request?*
3. *Can you please confirm that all future TEP employees will be informed that they will be filmed for the general public when working at my home?*
4. *I was not informed which of the three reasons an Arizona Corporation Commission (ACC) "Termination Of Service Without Notice" was being performed under. Can you please detail which of the three ACC reasons was used to disconnect my electrical utility service without prior notice?*
5. *Can you please detail the full range of evidence that was presented to the Pima County Sheriff to authorize a legal ACC "Termination Of Service Without Notice"?*
6. *Can you please confirm that TEP will pay for any and all damages that occurred if the electrical disconnection was made illegally?*
7. *If the electrical disconnection was made illegally, who do I send my bills incurred during the disconnection to?*

I look forward to receiving your email of fully detailed responses. Please use the same numbering in your reply.

Yours sincerely,

Steven Magee, Chartered Electrical Engineer

I did not receive a reply to this email. Rather, TEP appeared to initiated a new email with their latest information in it, as their was no evidence of the above information at the bottom of their email. A new email arrived from them on Thursday, February 25, 2016 and I replied the same day:

Dear Ms SantaCruz,

Thank you for your email. As you have indicated, the electrical power to my home was disconnected from the pedestal box with the home electrical loads still attached and drawing electrical current. Is this a legal activity for electrical workers to engage in under Occupational Safety & Health Administration (OSHA) laws? I did not see a fire extinguisher or heart defibrillator present with the workers when they were disconnecting my home while it was drawing electrical current. I really hope that they were wearing arc flash protection clothing. I do not recall seeing any arc flash protection equipment during the live electrical disconnection of my home, such as a face mask, rubber insulated mat, apron, and so on.

All utility workers are filmed at my property to ensure my health, safety and protection. Your employees have shown that they will blatantly lie to the following people after visits to my property:

1. *Tucson Electric Power (TEP) management team.*

2. Arizona Corporation Commission (ACC) - Your government electrical regulator.
3. Pima County Sheriff - Your legal regulator.

As I will be alone with no independent witnesses, I will be recording the electrical reconnect to protect my health, safety and reputation. That video will be posted to the internet for public viewing. You are free to record it also.

Can you please clarify when I will receive a fully detailed response to the following questions that I asked on Wednesday 24th February 2016?

1. *Can you please confirm that there will be no financial charges for the possibly illegal disconnection and reconnection of electrical utility service to my home?*
2. *Can you please confirm that all future TEP employees will produce their identifications to me on arrival to my property and on my request?*
3. *Can you please confirm that all future TEP employees will be informed that they will be filmed for the general public when working at my home?*
4. *I was not informed which of the three reasons an Arizona Corporation Commission (ACC) "Termination Of Service Without Notice" was being performed under. Can you please detail which of the three ACC reasons was used to disconnect my electrical utility service without prior notice?*
5. *Can you please detail the full range of evidence that was presented to the Pima County Sheriff to authorize a legal ACC "Termination Of Service Without Notice"?*
6. *Can you please confirm that TEP will pay for any and all damages that occurred if the electrical disconnection was made illegally?*
7. *If the electrical disconnection was made illegally, who do I send my bills incurred during the disconnection to?*

I look forward to hearing from you by the end of the work day on Friday 26th February 2016. I wanted to remind you that all communications with me are for publishing to the general public. I also wanted to remind you that it is a legal activity in Pima County, Arizona, USA for a home owner to video record on their own property and in public places, such as the side walk and the street. Consent of the people filmed is not needed in public places. All areas that TEP will be attending at my property are clearly in view of the public street and side walks. This information was provided to me by the Pima County Sheriff.

Yours sincerely,

Steven Magee - Chartered Electrical Engineer

I received their response and I replied to it on Friday, February 26, 2016:

Dear Ms Santa Cruz,

I will number my responses to the points in your Tucson Electric Power (TEP) email received on Friday 26th February 2016:

1. "TEP is willing to reconnect your electric service under the conditions set forth in the e-mail sent to you on February 25, 2016 below." There was no "below" in your email received. Could you send me a further email that details the full range of conditions that TEP is demanding that its customer be held to which do not appear to be legal in Pima County, Arizona, USA? I would like to receive this email by the close of business on Monday 29th February 2016, since it is now the weekend.

2. "We intend to request that a Pima County Sherriff officer be onsite at the time of the reconnection." I think that is a really great idea. Please inform Pima County Sherriff that I will be unarmed, that I do not own a gun, there will be no weapons of any kind in my pockets, and I pose no threat whatsoever to Pima County Sherriff's officers. Can you further request that local, national and international media outlets are present also with an immediate TEP press release to them, since this is of interest of the general public? Can you please let me know where I can view this TEP press release so that I can view it?

3. "Therefore, it would not be necessary for you to film our employees to ensure your "health, safety, and protection" as stated in your e-mail." As previously stated to you, it is a completely legal activity in Pima County, Arizona, USA to film utility workers working in a public area and on your own property. All utility workers are filmed for the duration of their visits to my home for my health, safety, legal reasons, and protection of my reputation. These videos will be posted to the internet for viewing by the general public.

4. "Moreover, we will not be responding to the questions posed in your February 24, 2016 e-mail." You are free to exercise your legal right to silence while under investigation by multiple agencies for TEP's possibly illegal activities my property.

5. "Should you decide you would like to have your electric service reconnected, please let me know and we will make the necessary arrangements." Please reconnect my electrical service immediately, per my request made to TEP customer service on Saturday 20th February 2016.

I look forward to receiving TEP's emailed response by the close of business on Monday 29th February 2016, since it is now the weekend. Please remember that all communications to me are for viewing by the general public.

Yours sincerely,

Steven Magee - Chartered Electrical Engineer

By Saturday 27th February 2016, over a week had passed since the forced disconnection of my home from the electrical grid and the home was still without electrical utility power. My electricity bill was

fully paid and had actually been overpaid. TEP owed me approximately \$87. I had filed complaints about the incident to four agencies and this was their status at that time:

- [Arizona Corporation Commission \(ACC\)](#) No response.
- [Better Business Bureau \(BBB\)](#) Responded and initiated complaints process.
- [Tucson Electric Power \(TEP\)](#) Responded and will not reconnect electrical utility power unless their possibly illegal conditions for reconnection of utility electricity are met.
- [Pima County Sheriff's Department](#) Responded and initiated Internal Affairs investigation.

By Sunday 28th of February, it was just ridiculous that the home was still disconnected from the electrical grid. I had requested TEP perform an immediate reconnection of the home to the electrical utility grid on Saturday 20th February 2016 and Friday 26th February 2016 and no immediate response occurred. It took less than 5 minutes to disconnect the electricity and would likely take a similar very short period time to reconnect it. Frustrated with the very slow complaints process in getting utility electrical power returned to the home, Steven Magee files the following complaint to the [Arizona Attorney General](#):

Steven Magee CEng MIET BEng Hons, Chartered Electrical Engineer, had an unexpected visit by a man that stated he was a Tucson Electric Power (TEP) employee. He had knocked on the door and said he wanted to inspect the utility meter, which he did. I was busy at the time in the back garden and could not interact with him. I forgot to ask him for his identification because I was distracted. It was when he informed me that wanted to access my customer breaker panel which he has no legal right to access and at that point I wanted to see his company identification. When he refused to let me inspect it, I called 911 and reported a suspected imposter. His response was to escalate the situation to a forced disconnection of the electrical service to the home, which is legally called a "Termination Of Service Without Notice". I am a fully paid customer with completely normal power usage for the connected home electrical loads. TEP actually owes me approximately \$87 dollars, as my account is overpaid. The "Termination Of Service Without Notice" occurred at approximately 15:00 on Friday 19th February 2016. I have no electricity at my home and it has been rendered unsuitable for habitation for me, due to my prescription "Rx only" medical device that needs AC electricity to function. My doctors prescription requires that I use it every night during sleep to prevent dangerously low blood oxygen levels from occurring during sleep. Over a week has passed since the forced disconnection of my home from the electrical grid and the home is still without electrical utility power and this is causing hardship. Please arrange immediate reconnection of the home to the electrical grid at 3618 S. Desert Lantern Road, Tucson, AZ 85735. TEP has stated that they will not reconnect the electrical utility power to the home until I agree to what seem to be an illegal set of conditions.

On Monday 29th February I made two phone calls to TEP requesting power be restored immediately to the home. I was told that they would not reconnect the power until I had agreed to their unknown set of conditions that they had sent me in an email that I had yet to read. They declined to read the email to me, even though I did not have access to a computer. As I had no access to email, I responded by calling 911 and reporting ongoing TEP harassment of my family. The video is here:

[Reporting Ongoing TEP Harassment to the Sheriff 29 February 2016](#)

In the evening I was able to check my email and for the first time since the possibly illegal disconnection of my utility electricity on 19th February 2016, I saw their complete list of reconnection demands:

“TEP is willing to restore your electric service, without charge. In order to do so, we will require the following:

- 1. The lock must be removed from your circuit breaker panel.*
- 2. You must provide our technician unobstructed ingress and egress to all TEP-owned equipment, as well as your electrical panel so that he can make sure that the main circuit breaker is in the off position.*
- 3. For the safety, privacy and security of our employees, the Company does not consent to its employees being filmed or having our employees images posted to the internet as you previously did.*
- 4. Our employee will be happy to show you his TEP badge per standard operating procedure, but it may not be filmed.*
- 5. While our technician is working, we will require that you stay at least 20 feet away from him to provide proper necessary space for him to work in an unobstructed manner as he is working with live wires. This is for his safety, as well as for your safety.*
- 6. We will have a Pima County Sherriff's officer present to ensure compliance with these conditions, as well as for safety, privacy and security for all concerned.”*

I have made no demands of TEP for the reconnection to occur. Due to their past lies and deception regarding their trips to my home, I now record them. The recording was born out of their abnormal behaviors at my home. That is to say, TEP is responsible for me exercising my First Amendment USA legal rights at my own home. They further state:

“This is the last communication you will receive from the Company unless it is in connection with the scheduling of the reconnection of your service.”

TEP shutdown email communications while my electrical utility power was still disconnected. I respond to their email for the final time:

Dear Ms SantaCruz,

Please remember that all communication with me is for the general public and for publishing onto the internet. I will reply to your email using numbers for the pertinent points:

- 1. "When our technician arrived to inspect the meter and related equipment servicing your premises, he discovered that you had a lock on your breaker panel. He asked you to remove the lock so he could turn the main disconnect off safely, inspect, and work on the equipment. You said you needed to get the key to the lock and left. Our technician waited patiently for you to return with the key. When you did return, you did so with a camera and proceeded to film our technician. You asked to see his TEP badge that he was willing to show you, but did not want you to film his badge. His attempts to show you his badge were unsuccessful as each time he turned his badge around, you attempted to film it." I video recorded the entire event from requesting his company identification and your commentary does*

not match the recording. Your suspected imposter employee was asked the reason why he did not want to show his badge and he stayed silent. Four TEP employees attended my property and all withheld their identity badges from the customer, leaving the customer believing that they were all fraudulent imposters. They were all reported to the Sheriff as they presented themselves, as suspected imposters. This was the second occurrence of this behavior at my home as my previous TEP customer service visit was a clone of this one where that employee displayed comparable imposter behaviors approximately two years ago. You have a serious suspected imposter problem inside TEP. You publicly advise customers to inspect identification because of your imposter problem. Please see: "Scams targeting TEP customers generate hundreds of complaints...In a recent incident, two men claiming to be TEP workers told a midtown resident they needed to get into the back yard. While the victim took one of the men back, the other stole several items from the home...TEP warns to always check the IDS of employees or contractors." <http://www.fox10tv.com/story/27896572/scams-targeting-tep-customers-generate-hundreds-of-complaints>

2. "For the safety, privacy and security of our employees, the Company does not consent to its employees being filmed or having our employees images posted to the internet as you previously did." The law states that your consent is not needed for filming on my own property and in public places. Your statement is a clear violation of first amendment rights to free speech and news reporting. You are in the USA, not a lawless third world county. All TEP employees will be recorded at my property for the general public and posting onto the internet.

3. "This is the last communication you will receive from the Company unless it is in connection with the scheduling of the reconnection of your service." Please reconnect my electrical utility service immediately. I will be calling 911 every day and reporting TEP for blatant customer harassment until it is reconnected.

I had to make a further 911 call about Tucson Electric Power (TEP) today because you would not reconnect the power to my home while I was there for several hours. You are engaging in blatant harassment on multiple fronts of a fully paid customer with completely normal power consumption for the connected loads. You need to stop your blatant harassment of your customer. Harassment is an illegal activity in the USA.

Yours sincerely,

Steven Magee - Chartered Electrical Engineer

On Tuesday March 1st 2016 I tried getting the electrical utility service reconnected again. I called TEP and the first phone number had answering machine where I stated that I wanted the electricity reconnected by 3pm or I was going to file another 911 harassment report if utility electricity was not in service. I called the alternate mobile phone number and got an answer. I repeated my statement and I was told that I would receive a call by 10am with an appointment time. No response was received by 10am, so I filed my daily harassment report to 911. I was told that a sheriff would be calling me. At approximately 12 noon, two sheriff's cars unexpectedly arrived at the property along with two TEP trucks. I collected my camera equipment and proceeded outside where I was granted permission to record the reconnection event. TEP were granted permission to my consumer electrical panel by my

removal of the lock. All TEP employees showed their customer service identification cards. In total three TEP employees and two sheriff's attended the reconnection of electrical utility service to my home. The video can be seen here:

[Reporting Harassment to 911 To Get Utility Electricity Reconnected](#)

Summary

It was clear that no real progress was being made with TEP through email and that they were stonewalling the reconnection of utility electricity, repeatedly trying to remove my USA legal rights, as well as engaging in blatant customer harassment. I really would not have believed how bad TEP can treat a customer that has a variety of medical issues and a two and a half year old toddler without having this experience. I have witnessed a new low depth that utility companies can go to and it is really ugly. The forced disconnection of utility electricity to the home was illegal for the following reasons:

- None of the State Of Arizona legal conditions existed at the home for a legal forced disconnection of utility electricity to occur.
- The customer was not informed at the time of the disconnection what the legal reason was for the forced electrical utility disconnection.
- The utility company declined to specify a legal reason for the forced disconnection of utility electricity to the home during the eleven nights that the home was disconnected.
- They disconnected the home of a person on a "RX-Only" prescription life support machine that requires AC electricity.
- They rendered the home uninhabitable.
- They used suspected imposters to perform the disconnection of utility electricity.
- They had been legally trespassed from the property by the sheriff and then ventured onto the property to perform the electrical utility disconnection.
- One of the suspected imposters had already hit the customer.

Complaints Progress

- [Arizona Attorney General](#) Responded and forwarded the complaint to the ACC.
- [Arizona Corporation Commission \(ACC\)](#) No response.
- [Better Business Bureau \(BBB\)](#) Responded and initiated complaints process.
- [Tucson Electric Power \(TEP\)](#) Electricity reconnected after 11 nights of no utility electricity.
- [Pima County Sheriff's Department](#) Responded and initiated Internal Affairs investigation.

Interesting Internet Quotes & Links

- Question: “When can a utility disconnect service?” Answer: “There are certain conditions under which the utility can disconnect you. Rule R14-2-211C of the Arizona Administrative Code states that after proper notice, the utility company may disconnect your service if you are in violation of any of the utility's tariffs, or for reasons such as:
Failure to pay a delinquent bill
Failure to meet or maintain your deposit.
Failure to provide the utility company reasonable access to its equipment and property.
Or when you break a written contract for service between you and the utility company.
In addition, a utility company may disconnect service without notice for any of the following reasons:
The existence of an obvious hazard to the safety or health of the consumer or the general population.
The utility has evidence of meter tampering or fraud.”
<http://www.azcc.gov/divisions/utilities/electric/faqs.asp#m>
- “Consumer Complaint Process” <http://www.azcc.gov/Divisions/Utilities/cons/index.asp>
- "Article 2: Electrical Utilities - Know Your Legal Rights"
http://apps.azsos.gov/public_services/Title_14/14-02.pdf?d=424
- “recording in public places such as streets or parks is allowed absent any consent”
<http://www.rcfp.org/reporters-recording-guide/state-state-guide/arizona>
- “Tucson Electric Power Reviews” <https://www.glassdoor.com/Reviews/Tucson-Electric-Power-Reviews-E19684.htm>
- “BBB Business Review” <http://www.bbb.org/tucson/business-reviews/electric-companies/unisource-energy-services-in-tucson-az-2182/complaints#breakdown>
- “Tucson Electric Power” https://en.wikipedia.org/wiki/Tucson_Electric_Power
- “Tucson, Arizona” https://en.wikipedia.org/wiki/Tucson,_Arizona
- “Scams targeting TEP customers generate hundreds of complaints...In a recent incident, two men claiming to be TEP workers told a midtown resident they needed to get into the back yard. While the victim took one of the men back, the other stole several items from the home...TEP warns to always check the IDS of employees or contractors.”
<http://www.fox10tv.com/story/27896572/scams-targeting-tep-customers-generate-hundreds-of-complaints>
- “What is Misdemeanor Assault?” <https://enlightenme.com/misdemeanor-assault/>
- “Family of six died from carbon monoxide poisoning. A generator was found turned on inside home.” <http://www.tucsonnewsnow.com/clip/12231926/family-of-six-dies-from-carbon-monoxide>
- “Arizona Revised Statutes” <http://www.azleg.state.az.us/ArizonaRevisedStatutes.asp>
- “The First Amendment (Amendment I) to the United States Constitution prohibits the making of any law respecting an establishment of religion, impeding the free exercise of religion, abridging the freedom of speech, infringing on the freedom of the press, interfering with the right to peaceably assemble or prohibiting the petitioning for a governmental redress of grievances. It was adopted on December 15, 1791, as one of the ten amendments that constitute

the Bill of Rights.”

https://en.wikipedia.org/wiki/First_Amendment_to_the_United_States_Constitution

- “Harassment covers a wide range of behaviours of an offensive nature. It is commonly understood as behaviour which disturbs or upsets, and it is characteristically repetitive. In the legal sense, it is behaviour which appears to be disturbing or threatening.”
<https://en.wikipedia.org/wiki/Harassment>
- “State Disconnection Policies” <http://liheap.ncat.org/Disconnect/disconnect.htm>
- “Consumer protection laws and regulations on heating and utility disconnections.”
http://www.needhelpayingbills.com/html/utility_and_heating_disconnect.html
- “It is illegal to disconnect water and electricity at week-ends”
<http://www.modernghana.com/news/172765/1/it-is-illegal-to-disconnect-water-and-electricity-.html>
- “PSREC General Manager Loses It After Illegal Disconnect”
<http://stopsmartmeters.org/2014/02/26/psrec-general-manager-loses-it-after-illegal-disconnect/>
- “Utility Company Harassment of Electromagnetic Radiation Researchers: Josh Hart - Plumas Sierra Rural Electric Cooperative (PSREC)” <http://stopsmartmeters.org/turn-on-the-electricity-drop-the-fees-psrec/>

“Never answer the door to an uninvited person in a utility uniform, as they may blatantly harass you with a Termination Of Service Without Notice!”

Steven Magee - Author of Toxic Electricity